



# Intellisync Systems Management<sup>TM</sup>

*A detailed guide to functionality*

**SYNCHRONIZATION**  
that drives the **ENTERPRISE**<sup>TM</sup>



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## What Does It Do?

Intellisync Systems Management offers a powerful mechanism for remotely maintaining mobile devices including laptop, tablet, and desktop PCs; Pocket PC handhelds and Smartphones; and Palm OS handhelds and Smartphones. Software installations and updates can be pushed out to mobile devices remotely. Sophisticated scripting and install packages are supported to meet enterprise demands. A flexible publish-and-subscribe model is used so that a single server can support a variety of different user communities, each with their own needs.



Device configurations can also be captured directly from a sample device, or entered via a simple administrative wizard. Once a configuration profile is established, subscribed users will have their device settings updated and maintained automatically.

Systems Management also automates mobile device backup. Administrators can specify particular information or locations in the file system for backup to the server. New and updated information will automatically be brought back and dropped on the server in case a device restore becomes necessary.

Asset collection also takes place, gathering hardware and software asset inventory and storing it on the server. This facilitates planning and can assist with device troubleshooting. A variety of inventory-based administrative alerts help prevent developing problems. These capabilities can be combined to enforce strong device security using power on password. Intellisync also provides a "device kill" mechanism for lost and stolen devices.



## **Basic Specs**

### *Feature Highlights*

- Publish and subscribe model
- Publication definition wizard
- Extensive configurable standard actions
- Non-proprietary VB script for extensions
- Parameterized publications
- Change manager detects updates
- Automatic file healing
- Byte level file differencing
- Multi-step file differencing
- Check-point restart
- Bandwidth throttling
- Publication availability scheduling
- Advance file compression
- Offline file application
- Failed publication rollback
- Hardware and software asset collection
- Inventory-based administrative alerts
- Configurable asset collection
- Device backup
- Device kill & user disablement
- APIs for client functionality
- Clustered servers with failover
- Dynamic load balancing
- Admin controlled sync profiles
- Dual settings for cradle vs. wireless
- Connection management
- Configurable alerts
- Checkpoint restart
- MMC snap-in console
- Authentication options
- Automatic update mechanisms
- Configurable logging detail
- Multiple encryption options
- Wireless optimizations
- Flexible log viewing and reporting
- Real time system monitors
- Remote administration

### *Supported Devices*

- Pocket PC
- Pocket PC 2002
- Pocket PC 2002 Phone Edition
- Windows® 98/2000/NT/XP PCs
- Palm OS® PDAs and phones

### *Authentication Sources*

- Active Directory
- iPlanet®
- NT Domains
- Domino Authentication
- Any LDAP compatible source
- Internal / proprietary

*These features and more are explained in detail in this document.*



## Why Do Companies Deploy It?

Mobile devices are typically among the least managed computing assets the corporation has acquired. Traditional desktop systems management tools have proven unable to rise to the challenge of occasionally-connected users, low bandwidth, high latency, and frequent line drops.

User satisfaction with laptop support is typically low due to these challenges of remote access. Handhelds have only complicated the problem. Most have been brought in the back door by individuals and departments and IT groups have largely turned a blind eye. Many companies have no standards, no central purchasing, and no support for handhelds that walk in and out the door every day with company data assets on them. The situation is very similar to the PC invasion of the early 1980's. These problems have combined to give mobile devices a large Total Cost of Ownership relative to the capital outlay. Analyst groups routinely put laptop TCO in the \$11,000 - \$15,000 range, and handheld devices in the \$3,500-\$4,500 range.

Intellisync Systems Management provides a variety of capabilities to help minimize the total cost of ownership of these devices. Software updates, asset collection, backup, and security policy enforcement are examples. Utilizing these techniques can help drive down device TCO by as much as 25% of the numbers quoted above. Obviously all of these numbers will fluctuate somewhat depending on your specific technical environment. Let's take a look at a middle of the road scenario; you will see that payback would typically occur within several months:

	Handhelds	Laptops
Annual TCO estimate	\$3,800	\$9,500
22% TCO reduction	\$835	\$2,090
Systems management cost	\$95	\$180
One Year ROI	755%	1,030%

Note that the systems management cost identified is a fully loaded cost to deploy and manage the solution. You can see that payback on the mobile systems management solution typically occurs within several months based on these calculations.

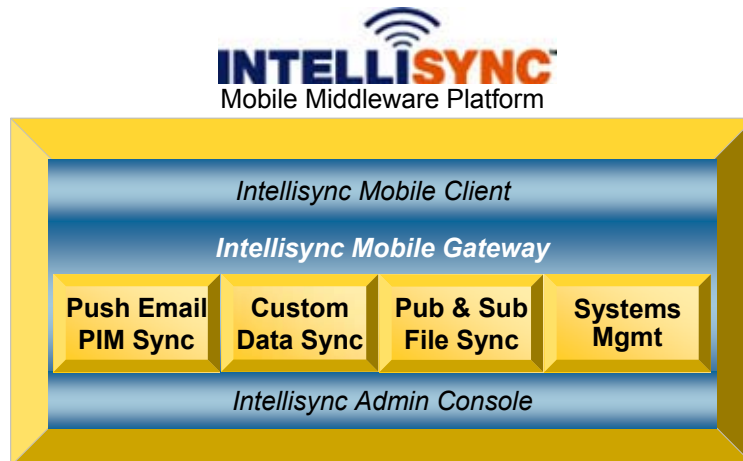
Other organizations look at the historical costs associated with rolling out software upgrades to mobile devices. Less sophisticated methods, include burning and shipping CDs to users, and gathering devices for IT staff to do the installs. Both methods typically include significant hard costs as well as a negative impact on employee productivity. Thus a systems management solution will typically pay for itself with the first widespread software distribution use. Intellisync Systems Management is exceptionally robust, offering these benefits:

- Reduces the cost of maintaining mobile devices
- Combines maximum flexibility, power and manageability
- Helps to proactively avoid problems through alerts and healing
- Keeps networking costs down via mobile connectivity optimizations
- Protects user productivity by facilitating remote support
- Is an important part of a total mobile infrastructure solution



## The Suite Connection

Intellisync Mobile Suite is Intellisync's modular software infrastructure solution that helps companies quickly realize ROI on their mobile computing initiatives. Companies may choose to deploy specific parts as a point solution to solve a specific business problem, or invest in the full suite as a strategic enterprise-wide mobile infrastructure.



Intellisync Mobile Suite includes a collection of integrated platform technologies, as well as the four main products which plug into the platform.

Systems management is often the first step for companies trying to take a more centrally managed approach to dealing with mobile devices. Invariably, users will demand access to more and more business information on mobile devices. Email and calendar, business application data, and the corporate intranet portal are typical requirements.

Regardless, Intellisync allows you to easily add in the functionality you need when you need it. Intellisync's comprehensive mobile infrastructure helps companies avoid some of the pitfalls of deploying multiple point solutions over time, such as:

- Integration effort required by incompatible technologies
- Security concerns related to network configuration and server locations
- User confusion resulting from multiple connection interfaces
- Administrative overload and unnecessary work from duplicate admin consoles

Intellisync Mobile Suite provides a uniquely broad range of functionality and device support.



## What Makes It Unique?

Intellisync Systems Management provides best-of-breed functionality in the following areas:

- Device Configuration
- Asset Collection
- Software Distribution
- Troubleshooting and Recovery
- Powerful Security
- Communications Efficiency
- Simple User Experience

The following section details our capabilities in each of these areas. Major features are identified with their significance and associated benefits explained. We also highlight drawbacks of alternative approaches where appropriate.

This functionality detail serves as a good basis for developing selection criteria for an RFP or evaluation process.

### ***Device Configuration***

**Configuration Management** - A key part of any effort to control device cost of ownership is putting in place device policies. Configuration management provides a centralized way to manage device settings to minimize downtime and streamline support. Power management, security settings, auto update mechanisms, dialup and VPN settings, and other key settings are controlled by administrators.

**Configuration Reader** - One way for administrators to specify a standard configuration is to setup a device the way they want it. Systems Management can then look at the device, and extract the configuration data as a standard profile to be pushed out.

**Configuration Wizard** - Intellisync also provides a wizard in the Admin Console for stepping you through building a configuration profile. This method ensures that key settings are addressed in a simple fashion.

### ***Asset Collection***

**Hardware Asset Collection** - Intellisync compiles hardware asset information at the server to facilitate troubleshooting and planning. During the occasional sync session, the Intellisync Client gathers the asset information and transmits it via XML to the server. Device characteristics include memory, OS, device manufacturer, installed peripherals, serial number, and others.

**Software Asset Collection** - Systems Management also gathers information about the software installed on the devices including versions, application size, etc.

**Inventory Alerts** - Once asset information is brought back to the server, it is analyzed for various administrative alert conditions. These conditions, and the alert mechanism, can be





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tailored by the administrator. Examples include low free storage or excessive periods of time between server connections.

**Configurable Asset Collection** - Transmitting asset information does impart a certain amount of communications overhead. Intellisync lets administrators choose the information that they want brought back. For example, data about the memory and OS of a device might be selected, while video characteristics might not. We give you the flexibility to choose.

**Offline Asset Collection** - Some devices allow the gathering of asset information in advance, so that during a sync session the staged asset data is more quickly transmitted. Intellisync supports this wherever possible.

**Configurable Alert Delivery** - Systems Management gives administrators control over the frequency and delivery methods of administrative alerts. They can set threshold severity levels over what sort of errors trigger an alert. They can also choose the delivery mechanism for alerts, using SMTP email alerts to paging devices or mobile phones, and SNMP to route alerts into the network operations center and other network management tools.

**WMI and APIs** - Intellisync brings the most detailed asset data available back to the server. For Windows, we use the WMI standard. In general for handheld devices, we use the standard OS APIs. For the most popular models, we look at the device manufacturer and use manufacturer-specific APIs that bring back more detailed data.

**Scheduled Collections** - Another mechanism for limiting bandwidth devoted to asset collection is scheduling. Systems Management allows the administrator to setup a schedule for when asset collection will occur. For example, this might be during specific times of the day, or specific days of the week. This provides reasonably up-to-date information without delaying connections unduly.

## ***Software Distribution***

Intellisync's publish-and-subscribe model provides the ultimate in flexibility. Systems Management can be used to service a broad range of user communities, bringing a personalized portfolio of relevant applications to each user.

**Standard Install Publications** - Systems Management can be used to push out pre-packaged software installations to mobile devices. Many different packaged install types are supported, including: CAB files, Install Shield executables, MSI packages, Palm PRCs, and Microsoft SMS Packages.

**Custom Publication Definitions** - Intellisync also provides administrative tools to define custom publications. A publication is composed of a set of actions that execute in order, online and offline, on the client and server. A publication can be as simple as one action to copy an executable from the server to a mobile device. Publications can also be complicated multi-step processes with branching logic.

**Subscriptions** - Once either type of publication has been specified, then specific users or groups of users can be subscribed using the admin console. Note that a "group" of users does not necessarily have to relate to their network domain, it is much more flexible.



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**Publication Wizard** - A powerful wizard is available to guide the process of creating new publications and subscribing users.

**Standard Actions Library** - Intellisync includes a library of over 30 standard actions to use in setting up publications. These include things like: create/remove directories, download files to device, execute programs and scripts, copy/delete/rename/move files, reference inventory attributes, and upload files to the server. One action runs specified VB scripts, making it easy to extend the solution to handle your unique needs without relying on a proprietary scripting language.

**Extensive Action Configurations** - Each of the standard actions has its own particular set of configurable properties. Clients typically find that the flexibility granted by the standard actions lists and action properties allows them to easily accomplish 95% of systems management tasks without requiring any custom scripting.

**Non-Proprietary VB Script** - The library of standard actions can easily be extended with custom actions written in VB script. Beware of competitive products that use a proprietary scripting method, as this will drive up your training and maintenance costs.

**Availability Scheduling** - In order to control bandwidth consumption during peak hours, Intellisync provides the ability to schedule publications for delivery during specific off-peak windows. Users synchronizing outside the administrator-defined window will not receive updates to these publications.

**Dynamic Formulation of Groups** - Your organization may already be organizing users into groups using other tools. Intellisync's solution is open, and can take advantage of external data for group assignments. This is particularly useful where group assignments change frequently as part of normal business process.

**API for Automating Subscriptions** - Likewise, you may have existing systems which dictate the software that specific users are supposed to receive. You can still utilize Systems Management for its exceptional communications efficiency and reporting capabilities, while utilizing the subscription API for building links to external systems.

**Parameterized Publications** - Systems Management publications can be parameterized for additional flexibility in bringing the right information to the right users. A common occurrence is creating a single parameterized publication that delivers all application data in a particular directory, where the path name for the directory includes the user's network login user name. This allows for totally customized delivery without requiring extensive publication maintenance.

**Publication Prioritization** - Administrators can make sure that the most important software is updated first during sync sessions using the publication prioritization feature. This is especially helpful when users are likely to have unreliable connectivity and/or not have time for full sync sessions. The most important application updates will be more likely to get through.



**APIs for Client Components** - Systems Management includes the Intellisync Client, a browser-based application for launching sync sessions. However, many clients choose to embed the systems management capabilities within other applications and processes to provide a “silent client” user experience. Intellisync provides APIs to support this approach.

**Language Support** - Intellisync currently offers the Intellisync Admin Console and documentation in English and German languages.

## ***Troubleshooting and Recovery***

**Device Backup** - Systems Management allows the administrator to create device backup publications. These work almost like software installations in reverse. The publication is setup to retrieve certain files and data from the device during connections, and store these on the server in case device restore is necessary.

**Software Healing** - Intellisync will even repair damaged or accidentally deleted software components. At the next server connection, the required updates will be noted and performed. Users don’t get held up working with the helpdesk to identify and resolve problems.

**Single Integrated Administrative Console** - All administrative aspects of controlling Systems Management are managed through the Intellisync Admin Console. This is also true for Intellisync’s other mobile infrastructure products. Competitive offerings typically require the use of multiple administrative consoles for the full infrastructure, or even for different aspects of a single product. This is frustrating and inefficient.

**MMC Administration** - Intellisync Mobile Suite features a Microsoft Management Console plug-in. This allows administrators to manage the core server attributes, the synchronization server software, and other common applications from the same admin console. In addition, it ensures a consistent and familiar look and feel to management tools. Web-based tools, an alternative approach, are generally less flexible and powerful, and more difficult to learn and use.

**Remote Administration** – Basic, but not to be forgotten, remote administration lets administrators manage the system while not physically located at the server.

**Viewing Staged Files** - Intellisync provides a view into all staged files so that administrators can look at what is queued up to be sent out to device users. This includes the ability to inspect file differencing history which is helpful for troubleshooting. It is also useful for managing bandwidth by understanding the effects of differencing on specific publications.

**Comprehensive Logging Detail** - Systems Management’s detailed logging enables administrators to quickly and easily troubleshoot any problems end users are having. The logs can also be used for high level aggregate reporting to facilitate planning.

**Flexible Logging Detail Level** - At certain times extremely detailed logging is beneficial, particularly during initial rollout or when environmental factors cause users to experience a high level of problems. During these times, administrators may wish to ramp up the level of system logging detail to facilitate troubleshooting. During more routine periods, the detail level could be turned down. There is always a bit of a tradeoff between system performance



and logging level, so this flexibility to meet changing needs is important. Intellisync provides this capability.

**Log Data Stored in ODBC-Compliant Database** - In addition to controlling the synchronization process, Systems Management lets administrators track a variety of user behaviors and captures this in an ODBC-compliant database. Storing log data in this manner enables hierarchical tree views of log data and also allows administrators to define custom reports using their preferred tool.

**Console-Based Log Views** - Console-based log views are preferred to pre-defined report generation for day-to-day troubleshooting. The console approach makes viewing logs an integral part of defining system behavior and managing users, simplifying the process. Console-based log views also allow rapid drill down into specific log data to support troubleshooting. Systems Management provides a wide variety of interactive log views from within the admin console. Logs can be sorted or filtered by a variety of factors including specific user, device, type of event or time period. Log views can be exported to MS Excel to be printed or used for further manipulation. Commonly used reports include a detail of delivery status by user for a specific publication, and also the ability to view the status of all publications subscribed to by a specific user.

**Real-Time Monitoring** - The Intellisync Admin Console includes a real-time monitoring capability for watching CPU usage, file transmission transactions, database connections, web server throughput, message queue size, gateway transmission, and more. This is complemented by historical reporting for different levels of detail, i.e. daily, hourly, etc.

**Web Reports for Helpdesk Staff** - While some of the inventory data is very useful to helpdesk staff, companies may not want to give these staff access to the full admin console. Intellisync provides a variety of web-based inventory reports to facilitate troubleshooting and support by the helpdesk staff. This gets them the information they need, without the security issues of full admin console access.

**Client Side Activity Logged at Server** - During sync sessions full client activity records are brought back to the server for central storage and viewing. This glimpse of the client side activity can be extremely helpful during debugging and providing helpdesk support.

## ***Powerful Security***

**Advanced User Management** - Administrators should be able to import user lists and user group assignments from existing directory services. This prevents duplicate administrative effort and decreases error potential. Systems Management offers a variety of integration options for user list management, as listed below. Multiple sources can be used simultaneously:

- Active Directory™
- iPlanet
- Any other LDAP-compliant source
- Windows NT® domains
- Text or other database sources



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All user management is completely unified within the admin console regardless of the type or number of devices a user employs, or the directory services source the user comes from.

**Encryption Options** - Intellisync allows administrators to select the encryption options that best meets their needs for balancing level of security with communications efficiency. Administrators may assign different encryption options to different profiles. The following standard options are available:

- Triple DES (FIPS 140-2 validated)
- AES (FIPS 140-2 validated)
- SSL
- Certicom SSL Plus with ECC
- No encryption

**User Disablement** - Administrators are able to “turn off” a specific user, user group, or device. For example, they may turnoff the account of a stolen device so that no unauthorized persons are able to sync with company servers.

**Device Kill** - Intellisync provides the capability to remotely and automatically deactivate devices and destroy data. System administrators can configure varying levels of data elimination for Email and PIM, specified areas, or all deletable data. These instructions can be pushed out to addressable devices, or can be configured to take place in a variety of circumstances automatically... for instance, if network login frequency is too low.

**User Authentication Options** - Systems Management offers its own internal user authentication capability. In addition, existing authentication options can also be leveraged. This approach decreases administrative overhead and also imposes fewer burdens on end users. Even if existing authentication options are used, the internal Intellisync capability can be useful for testing. Note that multiple methods can be used simultaneously, though for each user only one method is used. The following forms of authentication are supported:

- LDAP authentication
- NT domain authentication
- Domino authentication
- Intellisync authentication

**Multiple Simultaneous Authentication Methods** - The selection of a user authentication option does not need to be a “one size fits all” decision. Intellisync supports the use of multiple methods to support different user communities running different applications. A given user can have only one authentication method, but different methods can be used from the same installation for different user groups.

**Handheld VPN Support** - Intellisync is compatible with third party handheld VPN solutions such as Certicom’s Movian product. This enables an additional layer of security and simplifies some network configuration issues.

**Session-Based Key Exchange** - Each synchronization session generates new encryption keys to ensure security. If a malicious party manages to eavesdrop and somehow ascertain a session key, it will only be valid for that session. Given the nature of synchronization sessions,



i.e. typically short and frequent, this makes it difficult to compromise the encryption in a meaningful way.

**Support for Locked Down Machines** - Some companies choose to lock down their PCs so that users cannot install software on them individually. Intellisync is compatible with this security tactic. Our Systems Management is able to remote install and upgrade software on locked down machines.

**Credential Expiration Options** - System administrators can prevent storage of network credentials on the device by forcing users to enter their password each time they connect to the network to sync. To support more frequent synchronization including automatic synchronization, there is also an option to allow credentials to be stored for a configurable length of time. In this case, the actual user password is required during the first synchronization, and after successful connection the encrypted user credentials (but not the actual password) are stored on the device and considered valid by the server for a set length of time. This provides a flexible method to balance usability with extreme security.

**Staged Files Encrypted** - Intellisync packages database changes at the server in an optimized file format. As part of an end-to-end security approach, the files are encrypted when stored at the server waiting for transmission.

**Security Policy Enforcement** - Intellisync's systems management product can be deployed to enforce security policies such as power-on-password and dial-up or VPN settings.

## ***Communications Efficiency***

**Change Manager** - Systems Management includes a key component called Change Manager which runs on the server. It periodically scans the network for any changes to published software components. The Change Manager will note the updates automatically, then prepare the files for transmission. A variety of pre-packaging techniques are used in advance to ensure that minimal processing takes place during the sync session, resulting in ultra-efficient transmissions.

**Byte-Level Differencing** - Many software updates are the result of small incremental changes. Intellisync will compare the changed bytes between file versions, and send only these byte level differences down to the client. So for example, the changes for a 600Kb file might only result in 15Kb of data being transmitted.

**Multi-Step Differencing** - If component files ever change more frequently than a user synchronizes, then simple one step byte-level differencing is inadequate. This is because the differencing is only done from one version to the next, but if a user is several versions back, they would need to bring down the entire latest file. Intellisync is unique in offering multi-step differencing, so that a new version of a file is compared to the last X versions for byte level differences, where X is configurable by the administrator.

**Smart Differencing** - In some cases, enough changes to a file are made that byte-level differencing does not result in significant bandwidth savings. In other words, the changes may turn out to be nearly as much data as the size of the new file. If the efficiency gain is minimal, Intellisync will simply transmit the new file. The threshold is configurable.





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**Advance Compression + Encryption** - Systems Management applies compression and encryption algorithms in advance as part of the file staging process. This further limits the amount of processing required during the sync session so that bandwidth is conserved and a single server can support a greatly increased number of concurrent users.

**Check-Point Restart** - Mobile communications can be unreliable with frequent line drops. Systems Management uses check-point restart to minimize the impact of dropped lines. The server keeps track of the last acknowledged packet, and resumes transmission where it left off. For example, dropping a slow wireless connection after 90% of a 100 Kb software component is transmitted does not require retransmission of the entire 100 Kb. This has great usability implications and ensures more cost-efficient communications.

**Bandwidth Throttling** - This refers to the capability to set a maximum amount of bandwidth consumption per user per sync session. This controls connection timeframes and spreads out the impact of large software downloads. Intellisync will download parts of publications each time within the configurable limit, until the full install is assembled on the client ready for use.

**Bandwidth Sensitive Publication Availability** - Administrators can setup file publications to only download when an appropriate level of bandwidth is available. Thus a larger publication could wait for a high bandwidth connection before downloading.

**Rollback on Failure** - Real-world file publications can grow very complex with many steps and branching logic. When such a publication fails partway through the instruction set, you may want to rollback the initial steps. Systems Management offers this option for publications.

**Offline Software Installation** - Intellisync further minimizes sync session lengths by applying software updates offline. This means that during the server connection, the staged software updates are transmitted. Only after the connection is ended are the updates uncompressed, unencrypted, differenced files are then rebuilt and the final "product" moved onto the device's storage system.

**Wireless Optimizations** - Intellisync products use the Intellisync Mobile Gateway, a highly robust and efficient engine that manages communications between client and server components. Mobile Gateway uses an advanced message queuing architecture, packet optimization technology, and binary XML for ultra-efficient communications over wireless networks.

**Scalable Clustered Architecture** - Intellisync supports a large number of concurrent users per server. Intellisync also supports clustered servers so that the solution can scale easily to accommodate the size of your user community.

**Dynamic Load Balancing** - Within the server clusters, standard dynamic load balancing technologies can be applied to ensure processing demands are spread evenly for maximum performance. Competitive products assign users to specific servers for load balancing, locking out users when a specific server is down and potentially creating very uneven server loads.



## ***Simple User Experience***

**Effortless Software Management.** Systems management takes the effort out of maintaining a mobile device. Users can spend more “time on task” and waste less time installing and upgrading software applications.

**One Button Connect.** With Intellisync, the user can manually launch a synchronization session using the Intellisync client via a simple one-button connect. This initiates the network connection and starts the synchronization session. Many solutions currently in place overtax users with a multi-step sync process. One-button synchronization eases end user burden and increases the utility of the device.

**Automatic Updates.** A variety of different update mechanisms are available to users to meet their changing needs. In addition to the user-initiated connection, Intellisync also supports more automatic methods. The client software can be configured to wake-up periodically and initiate a connection on its own. The server can reach out and push a critical update to an addressable device on its own. And client-side APIs mean that the Systems Management capabilities can be called from other applications and processes, including network login scripts.

**Dual Sync Choices.** One very common situation is to have a handheld device switch back and forth between high-speed cradle sync and a lower speed wireless connection. Instead of requiring the user to constantly switch their profile settings back and forth to accommodate, profiles support two different ways of synchronizing...Sync and SyncXpress... each with its own settings. Users get a button for each sync method in the client. The organization might choose to make the Sync settings for higher speeds include software updates, and the SyncXpress settings for lower speeds might only include Email updates.

**Automatic Wireless Connection Management.** When the Intellisync Client application synchronizes with the server, it first checks for an available network connection. If one is not found, we automatically initiate a network connection if possible. Most importantly, when the synchronization session is over, we automatically end the network connection. Less sophisticated solutions may not “hang up” and thus may leave an expensive wireless connection open indefinitely.

**Session Control.** The end user needs to have a view into the sync session as it happens, as well as having some basic controls. Intellisync offers detailed status messages during the sync session and a cancel button to end the sync session if desired. The client software also includes a byte counter that is updated throughout the session. Users also have the ability to select the type of information synchronized in a given session, including the ability to turn on or off optional publications based on expected sync time.

**View Connection History.** The end user has access to the synchronization logs on their device.

This is helpful for troubleshooting. For instance, if a wireless connection drops mid-sync, Intellisync will inform the user of the specific problem so that they know to just re-sync. Competitive products offer less useful generic updates such as “Session Complete with Errors”.

In this scenario, that approach would likely confuse the user and cause them to call into the helpdesk...increasing support costs unnecessarily.





**Language Support.** Intellisync currently offers the Intellisync Client in English, French, Italian, and German languages.

**Device Compatibility.** Intellisync supports the broadest range of mobile devices, so that the right device for each user community can be utilized without compromise:

- Windows Desktop, Notebook and Tablet PCs
- Pocket PC and Pocket PC 2002 handhelds
- Pocket PC 2002 Phone Edition Smartphones
- Handheld PC, and other Windows CE devices
- Palm OS handhelds and Smartphones
- RIM BlackBerry email pagers (limited support)

**Multiple Connection Modes.** As today's mobile worker logs more and more time away from office LAN connections, multiple device connection modes need to be supported. The dual profile feature is especially valuable where users will switch frequently between connection methods. Systems Management supports all of the following methods:

- Wireless public networks (GSM, GPRS, CDPD, TDMA, CDMA, etc.)
- Wireless LAN (i.e. 802.11)
- Ethernet Cradle
- PC Cradle (leveraging the PC network connection)
- Wireline modem
- Wireless phone attached to handheld
- Wireless infrared



## About Intellisync

Intellisync makes it easy for organizations to manage mobile devices while providing users with access to the information they need to be productive. Intellisync's mobile infrastructure software solution is uniquely comprehensive and uniquely integrated. We offer the broadest range of functionality and device support available, all from within one totally integrated suite of products built from the ground up to work together.

With Intellisync, system administrators gain valuable systems management tools to lower the total cost of ownership of the device. And the organization is able to achieve secure mobile access to enterprise Email and applications, important files, intranet and web pages, and personalized content.

Whether you are a project manager tasked with deploying Email on handhelds, or a CIO putting together a comprehensive strategy for mobility, Intellisync can help you be successful.

### **[www.Intellisync.com](http://www.Intellisync.com)**

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